

# PRODUCT AND SERVICES BULLETIN

## External Announcement



ISSUED: 31 March, 2020

### Q21 SBC End of Product Sale (EoPS) Notification

Ribbon Communications, Inc. ("Ribbon") is announcing the End of Product Sale (EoPS) and End of Support (EoS) dates for the Q21 SBC. Licensable software for the Q SBC platforms is not subject to this announcement and will remain available for purchase by customers.

Ribbon recommends that existing Q21 SBC customers, wishing to introduce new SBC capacity or SBC services, consider introducing the SBC Software Edition (SBC SWe). SBC 5400 & SBC 7000 provide alternative hardware-based options. Customers should contact their Ribbon sales representative, if they would like to discuss these options in more detail.

#### PRODUCT CODES NO LONGER AVAILABLE

EoPS Product Code	Description
500-0738-161	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+, Transcoding – DC
500-0739-161	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+, Transcoding – AC
500-0883-161	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+, Transcoding, no RMM - DC POWERED
500-0884-161	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+, Transcoding, no RMM - AC POWERED
545-0042-161	Q21 -NEBS-DC WITH 5,000 BASE SIP SESSIONS INCLUDED
545-0043-161	Q21 -NEBS-AC WITH 5,000 BASE SIP SESSIONS INCLUDED
545-0044-161	Q21 PAIR TRANSCODING-NEBS-DC WITH 5,000 BASE SIP SESSIONS INCLUDED
545-0045-161	Q21 PAIR TRANSCODING-NEBS-AC WITH 5,000 BASE SIP SESSIONS INCLUDED
545-0061-161	Q21 -NEBS-DC WITH 1,000 BASE SIP SESSIONS INCLUDED
545-0062-161	Q21 PAIR TRANSCODING-NEBS-DC WITH 1,000 BASE SIP SESSIONS INCLUDED
545-0063-161	Q21 -NEBS-AC WITH 1,000 BASE SIP SESSIONS INCLUDED
545-0064-161	Q21 PAIR TRANSCODING-NEBS-AC WITH 1,000 BASE SIP SESSIONS INCLUDED
545-0084-161	Q21 PAIR TRANSCODING -NEBS-DC WITH 1000 BASE SIP SESSIONS INCLUDED, no RMM

<b>545-0085-161</b>	Q21 PAIR TRANSCODING -NEBS-AC WITH 1,000 BASE SIP SESSIONS INCLUDED, no RMM
<b>GBRY41JI</b>	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+ Dual Niantic, Coletto Creek – DC Powered
<b>GBRY41JJ</b>	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+ Dual Niantic, Coletto Creek – AC Powered
<b>GBRY41JV</b>	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+ Dual Niantic, Coletto Creek, no RMM - DC POWERED
<b>GBRY41JW</b>	Q21 Dual CPU IA-RMS with 32GB of DDR3, 2 x 300G HDD, Quad SFP+ Dual Niantic, Coletto Creek, no RMM - AC POWERED

## PRODUCT LIFE CYCLE DATES

<b>Milestone</b>	<b>Date</b>
End of Product Sale Announcement: Date on which Ribbon has announced EoPS.	31 March 2020
Last Quote Date: Date on which the affected product codes are no longer available to quote.	31 January, 2021
Last Order Date: Date on which the affected product codes are no longer available to order.	31 March, 2021, subject to inventory availability
Last Ship Date: Date on which the affected product codes can no longer be shipped from Ribbon on new systems.	31 May, 2021, subject to inventory availability
End of Support: Date on which the product will no longer be supported by Ribbon. Calls to Ribbon level 1 will no longer be supported. RMAs will no longer be supported.	31 March, 2026

## FREQUENTLY ASKED QUESTIONS

<b>Frequently Asked Question</b>	<b>Answer</b>
What action should be taken by customers?	There is no immediate impact to existing Q21 customers with this announcement. The Q21 SBC hardware and software remains actively supported. Ribbon recommends that Q21 customers looking to expand SBC capacity or introduce new services should consider introducing the SBC Software Edition (SBC SWE). SBC 5400 & SBC 7000 provide alternative hardware-based options. Customers should contact their Ribbon sales representative, if they would like to discuss these options in more detail.
Is support guaranteed for 5 years after End of Sale?	Ribbon strives to support products for a minimum of 5 years beyond the end of sale date.

	We have allocated Q21 hardware stock to support our return and repair policy, based on projected service demand. Availability of the hardware return & repair service will be subject to actual demand.
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**RIBBON CONFIDENTIAL AND PROPRIETARY**

This bulletin is subject to the existing customer purchase agreement between the parties which shall control in the event of conflict.

The above dates are for planning purposes only and Ribbon reserves the right to change with notice.